

Administration

Presidential, Congressional, and Other Special Interest Correspondence

This UPDATE printing publishes a new regulation which is effective 30 June 1989.

For the Commander:

FRANK S. REECE  
Colonel, GS  
Chief of Staff

Official:

CHARLES J. POMEROY  
Lieutenant Colonel, GS  
Director for Personnel

**Summary.** This regulation establishes policies and procedures for processing special interest correspondence.

**Applicability.** This regulation is applicable to all elements of the United States Army Recruiting Command.

**Impact on New Manning System.** This regulation

does not contain information that affects the New Manning System.

**Supplementation.** Supplementation of this regulation is prohibited.

**Suggested improvements.** The proponent agency of this regulation is the Office of the Director for Personnel. Users are invited to send comments

and suggested improvements of DA Form 2028 (Recommended Changes to Publications and Blank Forms) directly to HQ USAREC (USARCPER-HR-1), Fort Sheridan, IL 60037-6040.

**Distribution.** Distribution of this issue has been made in accordance with USAREC Pam 310-1, distribution C.

**Contents** (Listed by paragraph number)

- Purpose • 1
- Related publications • 2
- Explanation of abbreviations • 3
- General • 4
- Policy • 5
- Responsibilities • 6
- Procedures • 7
- Techniques • 8

**1. Purpose**

This regulation established policies and procedures for processing special interest correspondence.

**2. Related Publications**

- a. AR 1-20 (Legislative Liaison).
- b. AR 25-50 (Preparing and Managing Correspondence).

**3. Explanation of abbreviations**

- a. HQ USAREC--Headquarters, United States Army Recruiting Command
- b. IG--Inspector General
- c. Rctg Bde--recruiting brigade
- d. Rctg Bn--recruiting battalion
- e. USAREC--United States Army Recruiting Command

**4. General**

For the purpose of this regulation, congressional correspondence includes all written or telephonic inquiries from United States senators and representatives; Presidential correspondence includes all inquiries from the White House, whether

received directly or indirectly, and special interest correspondence includes all inquiries from the Vice President, state governors, state legislators, and others.

**5. Policy**

- a. No member of the United States Army Recruiting Command (USAREC) will be restricted from communicating with a member of Congress. This right is established for soldiers by section 1034, title 10, United States Code and for civilian employees by section 7102, title 5, United States Code.
- b. Commanders and supervisors are responsible for encouraging their subordinates to seek advice or assistance within their chain of command and from appropriate staff agencies; for example, the Inspector General (IG).

**6. Responsibilities**

- a. The Director for Personnel, Headquarters, United States Army Recruiting Command (HQ USAREC), is responsible for coordinating and documenting all final replies to Presidential, congressional, and other special interest correspondence addressed to elements of USAREC, except as noted in b below.
- b. The IG, HQ USAREC, is responsible for processing Presidential, congressional, and special interest inquiries received from the Department of the Army, IG. In such cases, coordination should be made with the Director for Personnel, HQ USAREC.

**7. Procedures**

- a. Except as noted in paragraph 6b, Presidential, congressional, and special interest correspon-

dence received by staff officers of this headquarters, will be hand-carried to the Special Inquiry Branch, Human Resources Division, Personnel Directorate, HQ USAREC, immediately upon receipt.

- b. Written congressional and special interest correspondence addressed directly to a subordinate element of USAREC will be acknowledged by the commander of the element within 24 hours of receipt (see fig 1). The original copy of the inquiry, a copy of the acknowledgment, and if readily available, information upon which to base a reply, including copies of medical or other documents, will be forwarded directly to HQ USAREC (USARCPER-HR-1), Fort Sheridan, IL 60037-6040, on the same date. If sufficient information is not available to formulate a final reply, it will be provided as early as possible, but not later than 14 calendar days after receipt of the original inquiry. Information copies of inquiries received by recruiting battalions (Rctg Bns) will be furnished to the appropriate recruiting brigade (Rctg Bde).
- c. Congressional inquiries received by telephone will be answered as fully and accurately as possible. In case where an individual has requested assistance from a member of Congress, which would entail disclosure of personal information pertaining to him or her (e.g., police records, social security numbers, test scores, medical information etc.) disclosure from the records of the individual may be made to the congressional office. Individuals receiving calls will accept the verbal statement of a congressional staff member that an oral or written request has been received from the individual, which can be construed as authorization to release necessary personal information on him or her. In instances where the request is made by

\*This regulation supersedes USAREC Regulation 1-13, 19 March 1985.

an individual other than the individual (mother, father, brother, sister, etc.) and the individual's personal information is to be disclosed, the congressional office will be advised that the written consent of the individual, who is the subject of the information, is required. The individual who is the subject of the information will not be contacted unless the congressional office specifically requests that this be done.

d. A memorandum for record will be used to record telephonic inquiries. This record will be forwarded to HQ USAREC (USARCPER-HR-I). As a minimum, it will include the name of the interested member of Congress, the name and telephone number of the individual calling, and a synopsis of the inquiry or complaint, and details furnished. The Chief, Special Inquiry Branch will analyze inquiries and responses, and provide additional information, if required.

e. Replies to written inquiries received from the Office of the Chief of Legislative Liaison will be prepared by USARCPER-HR-I without a signature. Replies to inquiries received directly from members of Congress, and inquiries forwarded by the Office of the Chief of Legislative Liaison for direct reply, will be prepared for signature of the Chief, Human Resources Division. Replies to correspondence addressed by name to the Commanding General or deputy commanding generals, USAREC, will be prepared for signature as directed by the addressee or the Chief, Human Resources Division. Replies to Presidential, congressional, and special interest inquiries forwarded by the Office of the Deputy Chief of Staff for Personnel, Headquarters, Department of the Army will be prepared for signature of the Chief, Human Resources Division. Presidential inquiries received for direct reply to the writer will be prepared for the signature of the Chief, Human Resources Division.

f. Special Inquiry Branch, Human Resources Division, Personnel Directorate, HQ USAREC, will attempt to investigate most inquiries covered by this regulation by telephone. Responses to telephonic inquiries to USAREC activities by Special Inquiry Branch must be timely, accurate, and are expected within 24 hours. Written inquiries are expected within 5 to 14 days. Inquiries which cannot be resolved through telephonic investigation will be forwarded to the appropriate directorate, United States Army Recruiting Support Command, Rctg Bde, or Rctg Bn for determination of facts and comments upon which to base a reply. All inquiries and requests for information to staff directorates, United States Army Recruiting Support Command, Rctg Bdes, and Rctg Bns, from Special Inquiry Branch, Human Resources Division, Personnel Directorate, HQ USAREC, will be answered in full.

## **8. Techniques**

a. Draft replies will be double spaced and worked so as to portray the reply as originating at HQ USAREC or Department of the Army, as appropriate.

b. Military jargon, acronyms, abbreviations, and military expressions of the date and time will be avoided. Abbreviations may be used after the full title is spelled out in the text.

c. The first paragraph of proposed replies will contain the individual's complete grade or title and

name (e.g., Staff Sergeant James N. Smith). Thereafter, only the individual's rank or title and last name is required (e.g., Sergeant Smith).

d. All allegations and issues raised in the inquiry must be addressed. If facts indicate an error, it will be acknowledged.

e. Medical terms will be avoided whenever possible; however, when they are essential, a parenthetical explanation will be expressed in layman terms.

f. A paragraph of a regulation will not be cited as the basis for decision. Quote, paraphrase, include an exact copy, or explain the policy prescribed by the regulation.

(Use Appropriate Letterhead)

(Office Symbol)

Honorable Robert D. Smith  
Representative in Congress  
212 Main Street  
Anywhere, Kansas 12345

Dear Congressman Smith:

This is in reply to your inquiry in behalf of Mr. John Doe, who desires to enter the U.S. Army

Your letter has been forwarded to our headquarters at Fort Sheridan, Illinois, for reply.

Thank you for your interest in this matter.

Sincerely,

John B. Good  
Lieutenant Colonel, U.S. Army  
Commanding

**Figure 1. Sample format to be used by subordinate USAREC commanders for acknowledgment of inquiry**